

Music on Hold

QUICK START GUIDE

Music on Hold User Guide

Attention: Playing music to callers on hold constitutes “public performance” of the music and therefore risks infringing the copyright of composers or artists. You must obtain appropriate licenses to play the material that you plan to use as Music On Hold.

Music on Hold allows you to customize your business with pre-recorded messages and songs to be played back while customers are on hold. A total of 10 music files may be uploaded with a maximum size of 10Mbps per file.

Web Interface

View Existing Recordings

01 From your web browser enter the **Business Group Web Interface** URL in the address bar: **voicecenter.ar.windstream.net/bg**.

Note: You may see one or more security dialog pop-up boxes; choose **OK** or **Yes** to accept.

02 Once at the **Business Group Web Interface** screen, enter your telephone number and password, then click the **Login** button.

When you have logged in successfully, you will see a list of options for managing your Business Group on the left-hand side of the screen.

03 Click on the **Music on Hold** option on the bottom, left side of your screen. The screen will display links to the following: **Settings**, **Mappings** and **Resources**.

04 Click the **Resources** tab at the top of the screen.

The screen displays a list of the existing local resources. Each resource has a **Resource ID** (a two-digit number), by which it can be identified in the **Telephone Admin Interface**, and a short description.

Add a New Recording

Perform steps 1-4 listed above to access the MOH Web Interface **Resources** tab.

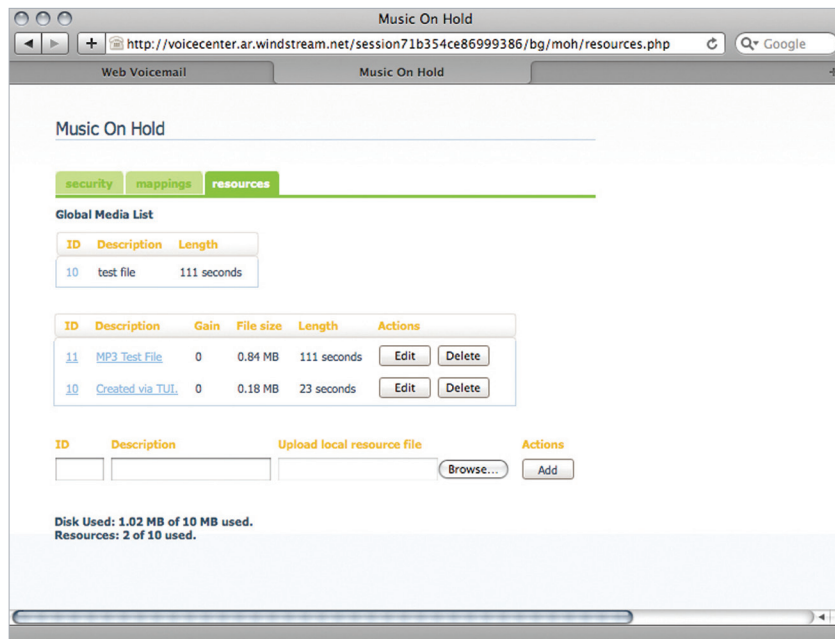
01 Create an ID: Choose a two-digit number for identifying and selecting the recording in the Telephone Admin Interface. It must be different from all other IDs in this list.

02 Enter a Description: Write a brief description of the music or other recording so that you can identify it in the Business Group Web Interface.

03 Upload a Local Resource File: Type the path of the .wav or .mp3 file that you want to add to the local resources or upload previously saved .wav file from your PC by clicking the **Browse** button and choose .wav or .mp3 file from file dialog box.

Note: The music file can be no larger than 10Mbps.

04 Click Add.



Delete a Recording

To delete a recording from the local resources, click the **Delete** button to the right of its description.

Telephone Admin Interface

The Music On Hold Telephone Admin Interface allows users to manage Music On Hold using your telephone. You can listen to the music or other recordings, as well as create, change or delete your own recordings.

Getting Started

- 01** Dial the access number.
- 02** Enter the administration line telephone number.
- 03** Enter the administration line password.

Navigating in the Main Menu

Note: Press any key during the process to return to main menu at any time.

Press **1** to listen to resource for default mapping. Hear resource.

Press **2** to listen to resource for a particular extension. When prompted, enter extension number then **#**.

Press **3** to listen to global resource. Enter 2-digit resource ID.

Press **4** to manage existing local resource. Enter 2-digit resource ID. Listen to message for following options:

Press **1** to listen to existing resource.

Press **2** to re-record resource.

01 Begin recording after tone.

02 Press any key to end recording.

Press **1** to commit new recording.

Press **2** to listen to new recording.

Press **3** to re-record resource.

Press ***** to cancel.

Press **3** to delete.

Press **5** to record new local resource. Enter 2-digit resource ID. Listen to message for following options.

Press ***** key to generate a new 2-digit resource ID.

01 Begin recording after tone.

02 Press any key to end recording.

To hear new recording, listen to message for following options:

Press **1** to commit new recording.

Press **2** to listen to new recording.

Press **3** to re-record resource.

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